

COMMUNICATION WITH SCHOOL STAFF POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Kangaroo Flat Primary School on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au

PURPOSE

This policy explains how Kangaroo Flat Primary School (KFPS) proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

POLICY

KFPS understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please log this on Sentral by 9 am on the day of the absence or contact our Office on 03 5447 5100 (absence line – option one).
- to report any urgent issues relating to a student on a particular day, please contact our Office on 03 5447 5100.
- to discuss a student’s academic progress, general health or wellbeing, please contact your child’s classroom teacher on Sentral, by email or by calling 03 5447 5100, or before/after school in person. Sentral messages and emails should not be used for urgent matters. If the matter is urgent or relates to a student’s safety or wellbeing on the day, please contact the Office on 03 5447 5100.
- to discuss sensitive or confidential matters relating to your child’s academic progress, health or wellbeing, please contact the Principal or Assistant Principal on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au.
- for enquiries regarding camps and excursions, please contact our Office or Camp Coordinator on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au.
- to make a complaint, please contact the Principal or Assistant Principal on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au. Please also refer to our Complaints policy, available: <https://www.kangarooflatps.vic.edu.au/>
- to report a potential hazard or incident on the school site, please contact our Office on 03 5447 5100.
- for parent payments, please contact our Office on 03 5447 5100. Please also refer to our Parent Payment Policy, available: <https://www.kangarooflatps.vic.edu.au/>
- to update student medical information, residential address, contact details, or family circumstances, please contact the Office on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au.
- to advise the school of changes to student collection arrangements or emergency contact details, please contact the Office on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au.

- to request staff to complete paperwork for other professionals or organisations, contact our Office on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au.
- for all other enquiries, please contact our Office on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au.

We will do our best to respond to general queries as soon as possible. The [right to disconnect](#) legislation makes explicit that all employees have the right to refuse to monitor, read, listen to or respond to contact that occurs outside their working hours from their employer or a third party (such as a student or a parent), unless that refusal is unreasonable.

If you would like to meet with a teacher, the Assistant Principal or the Principal, please arrange an appointment in advance through Sentral or the Office. While staff may be available before or after school, appointments help ensure adequate time is allocated to discuss your concerns.

While we aim to acknowledge all enquiries within 3 working days, some matters may require further investigation. In these circumstances, we will provide an update regarding the progress of the enquiry and an estimated timeframe for resolution. We will endeavour to respond to urgent matters within 24 hours where possible.

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact our school on 03 5447 5100 or kangaroo.flat.ps@education.vic.gov.au for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
 Department of Education and Training
 2 Treasury Place
 EAST MELBOURNE VIC 3002
 03 9637 3134
foi@education.vic.gov.au

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in staff induction processes and staff training
- Hard copy available from school administration upon request

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2026
Approved by	Principal
Next scheduled review date	June 2030